



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending March 31, 2004

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.03	3.00	3.17	3.07
B. Operator Answer Time - Information [730.510(a)(1)]	5.39	5.05	5.14	5.19
C. Repair Office Answer Time [730.510(b)(1)]	2.00	4.00	3.00	3.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	30.00	13.00	18.00	20.33
E. Percent of Service Installations [730.540(a)]	99.33%	100.00%	100.00%	99.55%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	9.09% *	10.00% *	9.09% *	9.52% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.80	1.10	0.50	0.80
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	2.86%	5.71%	3.19%
I. Percent of Installation Trouble Reports [730.545(f)]	1.34%	12.50%	4.00%	3.14%
J. Missed Repair Appointments [730.545(h)]	1	4	6	4
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

Comments



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